

## ECS/EMD Configuration Change Request

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Page(s)

1. Originator Benzell Floyd	2. Log Date: <b>04/26/04</b>	3. CCR #: <b>04-0136</b>	4. Rev: <b>A</b>	5. Tel: (301)925-0518	6. Rm #: 3083	7. Org. COTS SW
8. CCR Title: Upgrade Remedy 4.5.2 on t1ins02 (VATC) to Remedy ARS 5.1.2						
9. Originator Signature/Date <b>Benzell Floyd /s/ 4/22/04</b>			10. Class <b>II</b>	11. Type: <b>CCR</b>	12. Need Date: 04/26/04	
13. CCR Sponsor Signature/Date <b>Byron V. Peters /s/ 4/23/04</b>			14. Category of Change: <b>Update ECS/EMD Baseline Doc</b>		15. Priority: (If "Emergency" fill in Block 27). Emergency	
16. Documentation/Drawings Impacted (Review and submit checklist): 910-TDA-003, 910-TDA-023, 920-TDV-002			17. Schedule Impact:		18. CI(s) Affected:MLCI, MCI	
19. Release Affected by this Change: 7.00+		20. Date due to Customer:		21. Estimated Cost: <b>None - Under 100K</b>		
22. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input type="checkbox"/> Other: ECS COTS Deployment Plan, Vol 8 (335-CD-008-001)						
23. Problem: (use additional Sheets if necessary) The ECS baselined Remedy ARS Version 4.5.2 (used for Trouble Ticket and Inventory, Logistics, Maintenance (ILM) applications) is approaching its "end of support" date and must be upgraded to a newer Remedy version, Remedy ARS 5.1.2. This upgrade activity needs to take place on a Remedy server host that can reliably and quickly be configured to support Remedy 5.1.2 Email Engine checkout. Using a Remedy server host that is similar to the DAACs Remedy server host will expedite testing and facilitate development of installation instructions that is compatible with the DAAC Remedy environment. Revision: See Additional sheet.						
24. Proposed Solution: (use additional sheets if necessary) Upgrade Remedy ARS Version 4.5.2 on t1ins02 to Remedy ARS Version 5.1.2; install Remedy ARS 5.1.2 Admin and User tools clients on t1dpp02(VATC Remedy PC), and apply the Remedy ARS 5.1.2 related server and client patches. Install Remedy ARS 5.1.2 Mid Tier capability and J2SDK ver. 1.4.1 or higher (for Mid Tier) on t1ins02. This will enable us to evaluate and customize Remedy ARS 5.1.2 for ECS use. A Mid Tier license key is required and is provided by Remedy at no additional cost.						
25. Alternate Solution: (use additional sheets if necessary) none						
26. Consequences if Change(s) are not approved: (use additional sheets if necessary) Current ECS Remedy ARS Version 4.5.2 will no longer be supported by its vendor in the near future. ECS personnel's ability to resolve Remedy problems in the future will be severely degraded.						
27. Justification for Emergency (If Block 15 is "Emergency"): See Additional sheet.						
28. Site(s) Affected: <input type="checkbox"/> EDF <input type="checkbox"/> PVC <input checked="" type="checkbox"/> VATC <input type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other						
29. Board Comments:			30. Work Assigned To:		31. CCR Closed Date:	
32. SCDV CCB Chair (Sign/Date): <b>Evelyn N. Nakamura /s/ 4/26/04</b>			Disposition: <b>Approved</b> App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS			
33. EDF CCB Chair (Sign/Date):			Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS			
34. ECS CCB Chair (Sign/Date):			Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ESDIS			

## ADDITIONAL SHEET

**CCR #:** 04-0136      **Rev:** A      **Originator:** Benzell Floyd

**Telephone:** (301)925-0518      **Office:** COTS SW

**Title of Change:** Upgrade Remedy 4.5.2 on t1ins02 (VATC) to Remedy ARS 5.1.2

Block 23: This is a revision to get the Remedy ARS User Tool patch # 1308 installed on the VATC Remedy Admin PC, t1dpp02. Patch # 1308 has some Crystal Report oriented fixes that we need for the EMD Remedy ILM application.

Block 27: We lost schedule time during unsuccessful attempts to upgrade the IDG Cell Remedy server to Remedy ARS 5.1.2. Determined that the IDG Cell Remedy server is configured differently than the DAACs Remedy server. The VATC's Remedy server, however, is compatible with the DAACs. Need to get the VATC Remedy server upgraded to Remedy ARS 5.1.2 as quickly as possible so that the Remedy Upgrade PSR activity can continue and so we can make up some of the lost schedule time.

CM01AJA00 Revised 10/2/03

***ECS/EMD***